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VMS Online Application – user manual
Displaying orders requests and verifying costs

Application login access – username and password

First you should choose your desired interface language from the right upper corner icon in the log in window

You must insert the username and password VMS transmitted to you in the corresponding fields, as shown

•*English*

•*Romanian*

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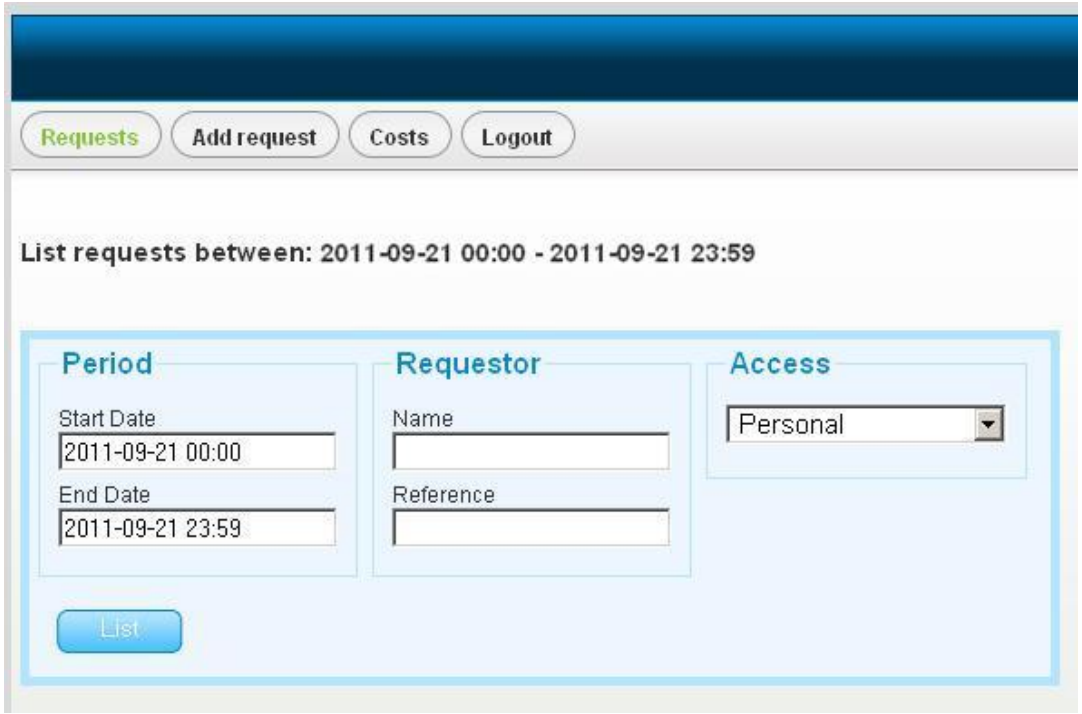
After logging in you will be directed to the application's main page, being granted access to the following options:

1. **Requests (orders requests list);**
2. **Add request (add a request for a new order);**
3. **Costs (displays costs associated to different events);**
4. **Logout (exits the application)**



1. REQUESTS (displaying orders requests)

- **"Period"**

You can choose the time interval for which you want to see a listing of all the orders placed for your account

- **"Requestor"**

Fill in the "Name" and "Reference" (cost center) fields in order to see the data associated to a given person

- **"Access"** two categories present:

"Personal" – a list of one's own orders placed in the selected time interval

"General" – a list of all the orders registered for the given company, effectuated in the selected interval of time

After filling in the necessary information, click on the **"List"** button**.**

The detailed information of every registered order request will unfold down the page, associated to the following headings:

-***Current number, Effective Date*** *(the date when the ordered transfer is due)****, Request number, Requestor name, Requestor Reference (cost center), Pickup Address, Destination, Passengers number, Passengers' names, Passenger reference (information about flights no. for example)***

-***Status of request*** *includes other subordinated processing levels, as follows:* ***Analyze*** *– order request placement;* ***To be accepted / to be rejected*** *– requests are being analyzed by VMS Dispach Dep.;* ***New*** *– the new order is confirmed;* ***Pending*** *– a corresponding car and driver are assigned to the confirmed order;* ***Acknowledged*** *– the driver confirms having seen its new journey assignment;* ***Ready*** *– the driver arrives to the established pick up point;* ***Started*** *– transfer is in progress;* ***Completed*** *– transfer ended, destination point has been reached;* ***Finished*** *– the moment when the transfer's corresponding tariff is placed into the system*

	Effective Date	Request no	Requestor	Req. Reference	Pickup Address	Destination	Pass. no	Passengers name	Passenger Reference	Status
1	2011-08-19 16:30	73013	Reservations Tea	93937NOLEE	Aeroportul Henry Coanda, Otope	Hilton Hotel	1	NORMAN LEESE	BA884	Finished
2	2011-08-01 18:00	72398	Simon Mandrysch	92628SIMAN	Aeroportul Henry Coanda, Otope	Hotel Marriott, Calea 13 Septemb	3	Simon Mandrysch	Austrian OS791 arriving from Vie	Finished
3	2011-07-22 05:00	71746	ROBERT KEMPT		HILTON ,1-3 EPISCOPIEI ST	Aeroportul Henry Coanda, Otopei	1	ROBERT KEMPT		Finished
4	2011-07-19 17:25	71745	ROBERT KEMPT		Aeroportul Henry Coanda, Otope	HILTON ,1-3 EPISCOPIEI ST	1	ROBERT KEMPT	LUFTHANSA LH1420	Finished

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2. ADDING A NEW REQUEST

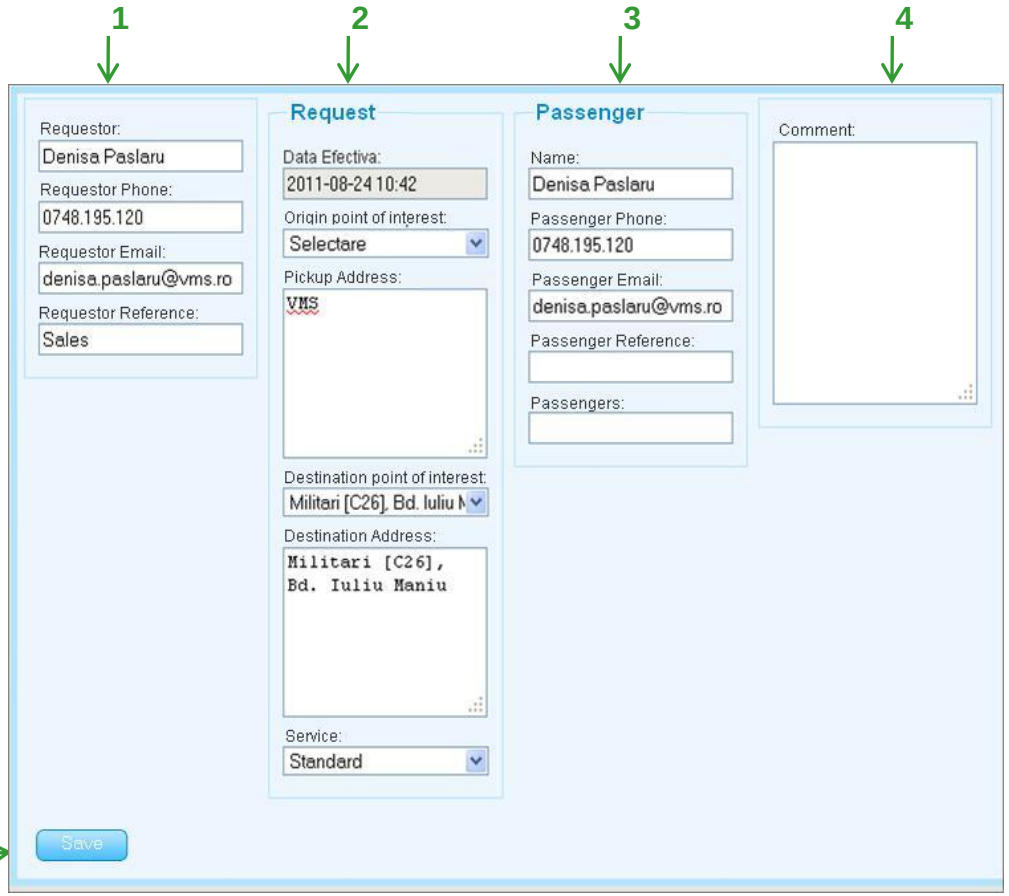
■**The first heading** contains the Requestor identification information (last name/first name, telephone number, e-mail address and other important details eventually)

■**The second heading** presents basic data about the given order request (effective date when the pick up must take place, points of interest and/or pick up address, destination point/address, type of service: Max, Premium, Standard). Needs filling in of the basic information needed for booking and accomplishing the transfer

■**The third** column contains info about the passengers that will effectively travel in the assigned transfer (name, passengers' phone number, passengers' e-mail address, fight number or other important reference, number of passengers)

■**The fourth** – comments about the given order request (if necessary)

■For saving all the data in the fields, press the **"Save"** button



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- In the next window your order request will appear as shown in the following print screens
- The table below contains the data you entered in the previous step
- The last table column shows the order request status
- Your placed order request will be given an individual identification code number
- For the next steps, please click on the presented object

	Effective Date	Request no	Requestor	Req. Reference	Pickup Address	Destination	Pass. no	Passengers name	Passenger Reference	Status
1	2011-08-26 10:42	73214	Denisa Paslaru	Sales	Aeroportul Henry Coanda, Otope	Bd. Iuliu Maniu, nr 56	1	Denisa Paslaru		New

For editing your order request (changing or modifying a passenger's name or contact details etc.), click the corresponding button
For canceling an order request, just click on the red "X" marked button

The transfer (order) request must be edited and/or canceled with 24 hours in advance; in case of editing, the system considers the order request as a new one, meaning its status will be changed to the initial "Analyze" phase

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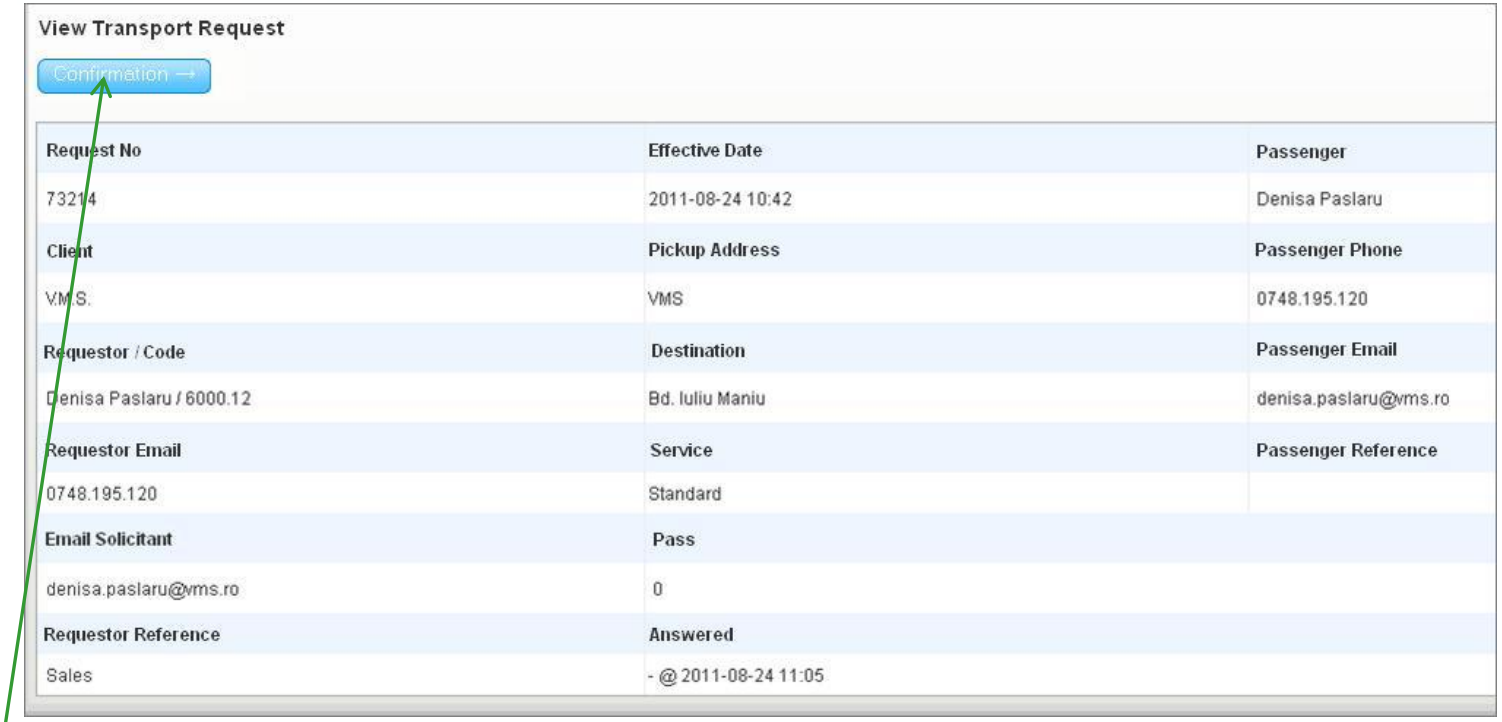

- View the complete information related to your order request
- Order Request confirmation – your order will be analyzed by one of VMS employees assigned to this process.

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Transfer confirmation *no. 73214* cityshuttle

Journey information:

Booking Reference:	73214	Effective date:	2011-08-24
		Pick-up Hour:	10:42
Pick-up Address:	VMS		
Destination:	Bd. Iuliu Maniu		
Passengers no:	0	Service Type:	Standard
Passengers names:	Denisa Paslaru		

Useful information:

Service Provider:	Vehicle Management Systems | Private Transfers Service: Cityshuttle
24/7 Support Line:	+40 21 204 77 77
Airport Meeting Point:	In Otopeni Airport, the driver will be waiting you in the lobby hanging a board with your company logo or your name. In Baneasa Airport, the driver will be waiting in the exit lobby near main exit gate. The driver will wait for a max. of 60 minutes. If delay is higher, you must call and announce the delay.
Meeting Issues:	If you have troubles in finding the Driver or if want to let us know other information regarding your transfer please feel free to call our 24/7 Help Line at +40 21 204 77 77.
Cancellation Policy:	Cancellation must be done at least 1 hour in advance for In City or Aiport transfers and 12 hours in advance for interurban transfers. Cancellation should be done by phone +40 21 204 77 77 at any hour, including weekends.
Requestor Name:	Denisa Paslaru

Luggage Assistance | Air Conditioning | Passangers Insurance

Non Smoking Policy | No Driver Transaction | GPS Tracking

Itinerary generated on 2011-08-24,11:16. Any changes made after this time are not reflected above.

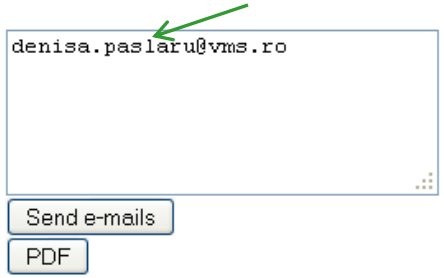
Please consider the environment before printing this document.

If you don't print this document, please write down your Booking Reference and the Support Line +40 021 204 77 77 for urgent matters.

After your journey could you please fill in a very short survey at: www.custominsight.com/start/?vmsen. Thank you!

In the next page you will find the **confirmation of your ordered transfer** (“Transfer Confirmation”), which contains all the data related to the order request you have placed

Down the same page (“Transfer Confirmation”), you can choose to save the confirmation form in PDF format and/or send it via e-mail to the person who placed the transfer’s order request, in order that he/she will acknowledge its status and have immediate access to all information regarding the processed order request



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3. COSTS (displaying costs)

Selecting the desired time period for generating the targeted costs report

- **"Period"**

You can choose the **time interval** for which you want to see a listing of all the orders requests placed for your account

- **"Requestor"**

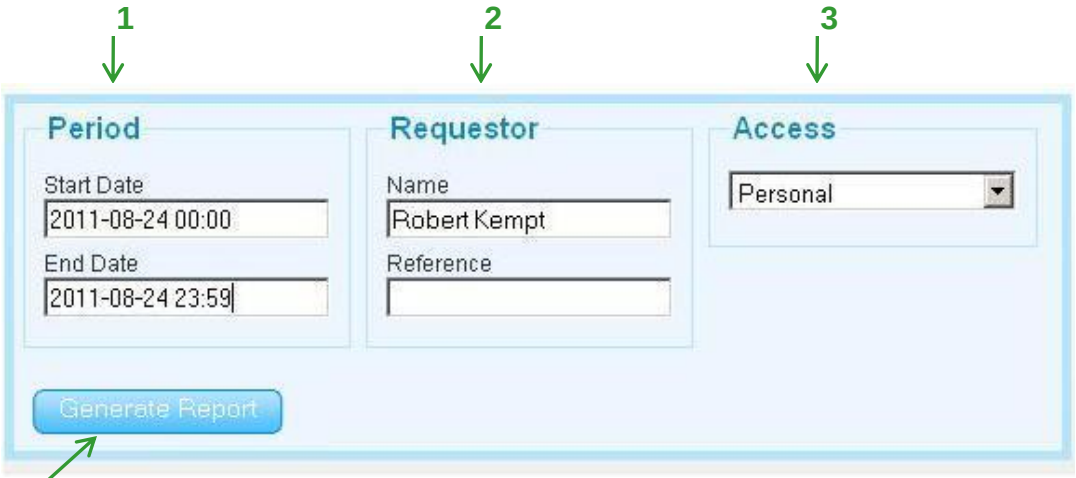
Fill in the "Name" and "Reference" (cost center) fields in order to see the data associated to a given person

- **"Access"** two categories present:

"Personal" – a list of one's own orders placed in the selected time interval

"General" – a list of all the orders registered in the selected interval of time

After filling in the necessary information, click on the **"Generate Report"** button**.**



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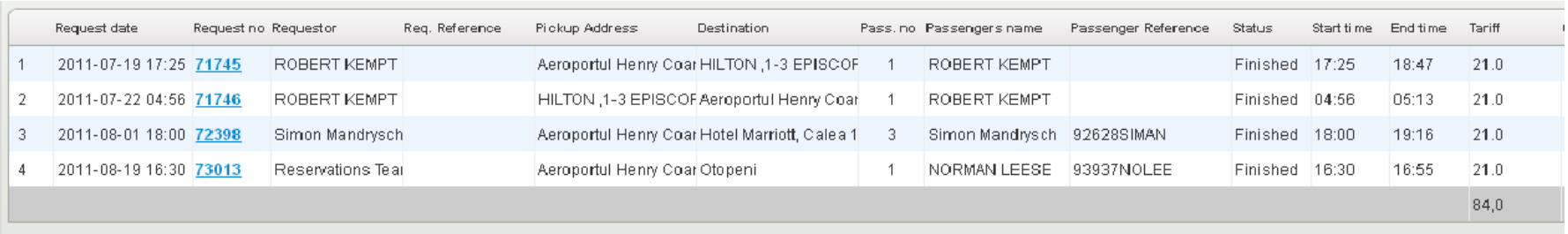
Displaying the costs report for the selected period of time

- Down the page the **costs report** will be shown, with the following headings:

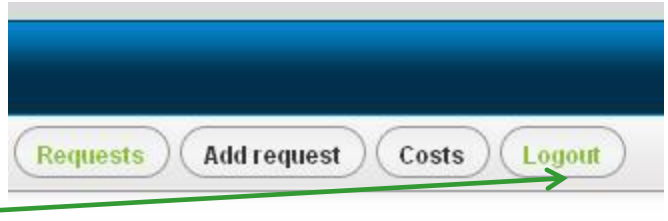
-***Current number, Request Date*** *(the date when the order request was placed)****, Request number, Requestor name, Requestor Reference (cost center), Pickup Address, Destination, Passengers number, Passengers' names, Passenger reference (information about flights no. for example), Order Request Status***



	Request date	Request no	Requestor	Req. Reference	Pickup Address	Destination	Pass. no	Passengers name	Passenger Reference	Status	Start time	End time	Tariff
1	2011-07-19 17:25	71745	ROBERT KEMPT		Aeroportul Henry Coar	HILTON ,1-3 EPISCOF	1	ROBERT KEMPT		Finished	17:25	18:47	21.0
2	2011-07-22 04:56	71746	ROBERT KEMPT		HILTON ,1-3 EPISCOF	Aeroportul Henry Coar	1	ROBERT KEMPT		Finished	04:56	05:13	21.0
3	2011-08-01 18:00	72398	Simon Mandrysch		Aeroportul Henry Coar	Hotel Marriott, Calea 1	3	Simon Mandrysch	92628SIMAN	Finished	18:00	19:16	21.0
4	2011-08-19 16:30	73013	Reservations Tea		Aeroportul Henry Coar	Otopeni	1	NORMAN LEESE	93937NOLEE	Finished	16:30	16:55	21.0
													84,0

4. LOGOUT (exits the application)

If you want to exit the application, you just have to click on the Logout tab and your account session will be terminated until the next time you will log in again



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